

**Department of Information Services
Customer Advisory Board
November 24, 1997
Meeting Minutes**

Members present:

Darrel Riffe, CAB Chair, Department of Revenue
Phil Grigg, Department of General Administration
Bob Monn, Department of Ecology
Thomas Bynum, Employment Security Department
Bob Lanouette, Department of Labor and Industries
Kathy Rosmond, Department of Social and Health Services
Dan Fannin, Communications Technology Center
Jim Albert, Office of the Attorney General
Cathy Turk, Washington State Library
Doug Tanabe, Department of Personnel
Cary Randow, Department of Personnel
Bob Hahn, Department of Personnel
Al Bloomberg, Department of Natural Resources
Deea Neimi, Department of Transportation
Ron Seymour, Department of Health
Dan Parsons, Washington State Patrol
Mary Jane Ferguson, Washington State Lottery
Mary Ellen Bradly, Department of Fish and Wildlife
Bob Darling, Department of Retirement Systems
Tom Neitzel, Health Care Authority
Dale Putnam, Department of Corrections
Chris Johnson, Department of Social and Health Services
Mike Seale, Community, Trade and Economic Development
Marla Kentfield, Office of the State Treasurer
Tom Parma, Department of Financial Institutions
Jeannie Relford, Gartner Group
Carol Donahue, Gartner Group

DIS Staff present:

Steve Kolodney, Director
Todd Sander, Deputy Director
Kathleen White, Communications Manager
Mary Lou Griffith, MOSTD
Andy Marcelia, MOSTD
Connie Michener, MOSTD
David Koch, MOSTD
Lourdes Collins, MOSTD
Stan Ditterline, MOSTD
Rich Martin, MOSTD
Eric Campbell, Communications

Call to order: Darrel Riffe, DIS Customer Advisory Board Chair, called the meeting to order at 1:30 p.m.

Steve Kolodney gave a brief update on the status of the Executive Ethics Board decision regarding use of state resources by employees and encouraged all departments to send letters of their support to the Ethics Board by December 31, 1997 and to attend the February 13, 1998 public hearing.

CAB Sub-Committee Reports - Darrel Riffe

Human Resources Sub-Committee Report – Doug Tanabe

The results of the Year 2000 Executive Steering Committee survey - critical staffing for Year 2000, identified 246 critical positions within state agencies, with about a 15% turnover rate in the last year due to promotions, transfers, retirements, etc. The committee will continue to follow this issue and provide monthly updates. The recent survey conducted in regards to IT positions, resulted in 26 out of 36 responses and were detailed in a hand-out provided to the CAB members.

Architecture Sub-Committee Report – Phil Grigg

The Architect Common Network proposal had been forwarded to the Chair of the CAB, to be presented to DIS for consideration and was approved. The committee is now looking for CAB input on priority items that need to be reviewed and will be reported on at the next meeting.

State & Local Sub-Committee Report

Currently working on finding someone to Chair the committee.

Finance Sub-Committee Report – Judy Schneider

Judy Schneider was not in attendance.

Gartner Group Update - Mary Lou Griffith and Gartner Group Representatives

New representatives from Gartner Group were introduced to the CAB. Michael Koenig has replaced Peter Noble as an account executive for the state of Washington. Carol Donahue has replaced Beth Johnson as the Gartner Learning contact.

New Business

The Justice Information Council meeting is scheduled for December 1, 1997 and is currently recruiting for a justice coordinator.

No meeting was scheduled for December.

Meeting adjourned.